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USER MANUAL

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1. Login

First **login** with your **username** and **password**
Number of credits in your account are in red in the bottom left corner

2. Account Settings

You can **change the following here**:

1. **Change Your password** – Just enter the new one twice beside Password and Confirm Password, Click on Update Account
2. **Contact name**, email and phone numbers
3. **Time Difference** - If you are international, you can change your server time difference
4. **Low Credit Warning and Reporting** - Remove or change low credit warnings and credit reports that are sent to your email.
5. **Forward replies to mobile or email** - Incoming messages from the SMS's you send can go to the cell (costs 1 credit) or email number you enter
6. **Send response to reply** – If someone replies to your message you can send a response (cost 1 credit)
7. **Forward data to URL** – If you want to have sent messages and replies forwarded to a website. Technical help is required to have this set up.

3. Maintain Groups

It's important to start here and create one or more groups. Groups allow the storage of many cell numbers to be placed where they will be easily found. Example: Friends, Customers, Sales Team etc.

1. Enter **Group name** and **Group description**.
2. **Sub-Accounts** – If you want to share that group with someone else who will also be sending SMS's. Sub-Account holders can have only Reading access, or they can Write SMS's. (see Sub-Accounts for more info)
3. Click on **Create Group**
4. Your created groups are displayed below. **Numbers** is the number of mobile phone numbers in the group (ex. 26 Downloaded = 26 numbers)
5. **Group Name, Description, and Sub-Accounts can be edited** – Click **Edit** for the correct group.
6. **Group can be deleted** - Click box above edit for the correct group. Click **Delete Selected**
7. Group can be **Exported** to Excel – Click on the word **Download**

4. Import Data

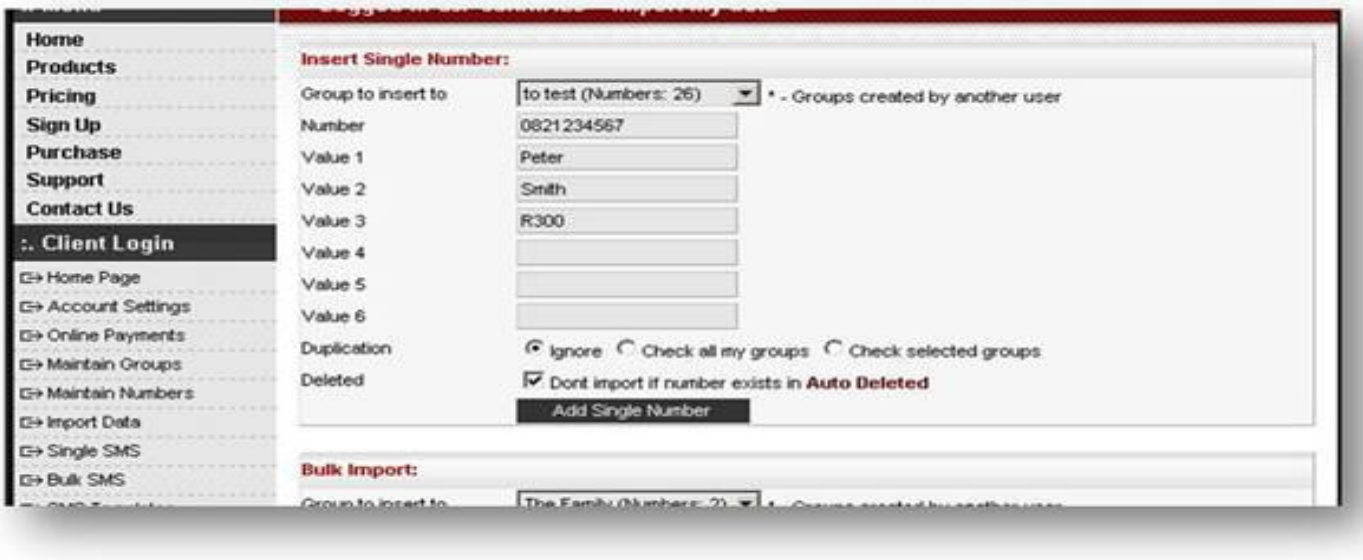
Insert Single Number: A single number can be entered into a group.

1. Select **Group to Insert to**.
2. Beside **Number** enter **mobile number**
3. **Optional** - Enter **Value 1 – Value 6** (Column B to Column G in the Excel Spreadsheet) if you have more data to add to the cell number. Make it similar to the numbers and descriptions already in your group. (See **Bulk Import for more on Values**)
4. **Duplication –** Millennium **Communicator** automatically does not let you import a duplicate number into the same group

   Ignore - Use this if you **don't want to check** to see if the mobile number **is in other groups**

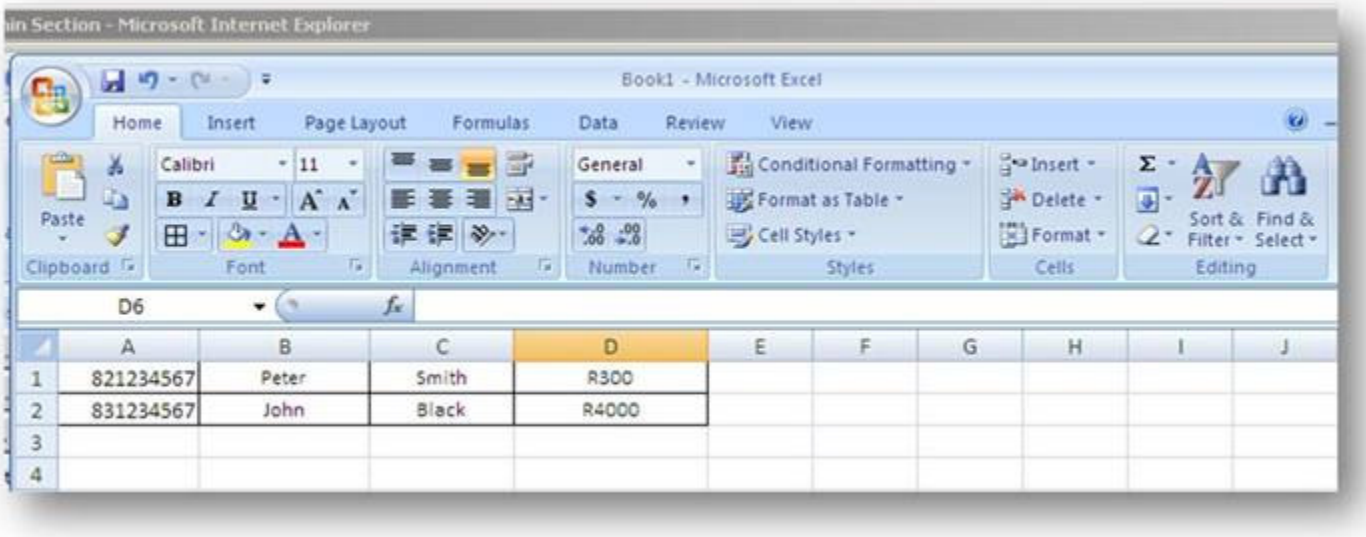
   Check all my groups – Use this if you want to check to see if the mobile number is in **any other groups**

   Check selected groups – Use this if you want to check to see if the mobile number is in **certain groups**
5. **Deleted** – If you check this box, the number will not be imported if it is on the **Auto Delete** list (see **Blacklist/Auto Delete**)



<u>Bulk Import</u>: ***You*** can import your data with **Excel.** Save your Excel file as **CSV (Comma Delimited) if you are having problems importing** and you have entered the data correctly.

Prepare a spreadsheet in Excel with the cell numbers in column A. You can add other data pertaining to that cell number beside it in the other columns:



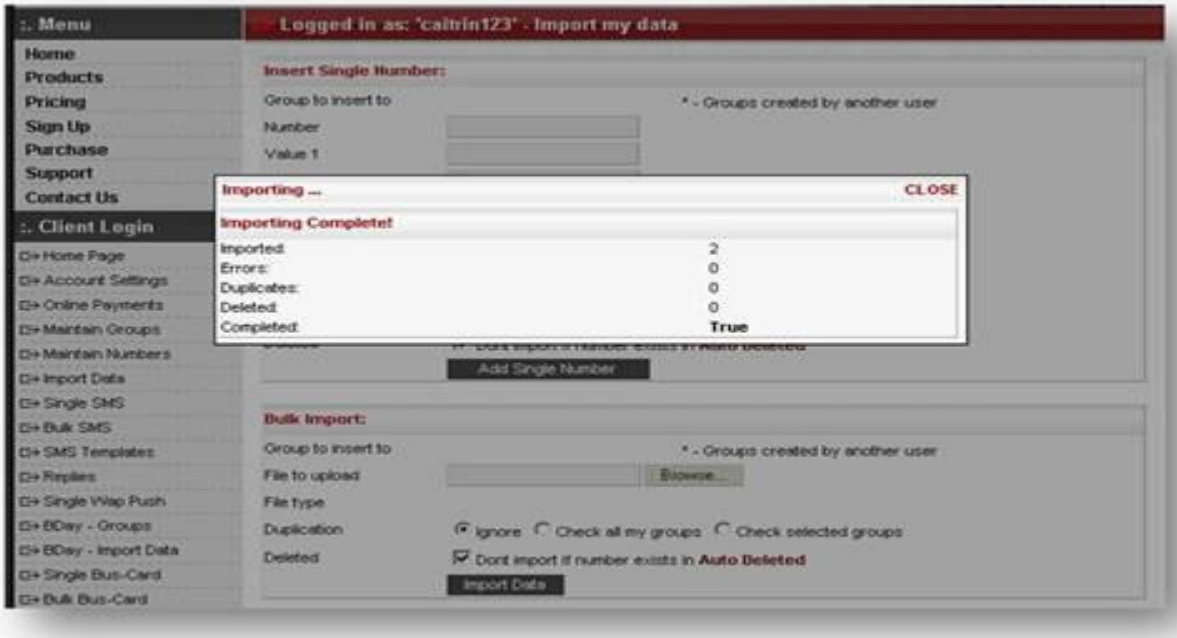
Note: In the spreadsheet to be uploaded the data must start from row 1 (Cell no.). The **first column (A) is for cell numbers only**. These numbers **can be written as 0831234567, 2783234567, 831234567, or "2783234567"**. Columns B to G is for any variable you wish to add into your cell number pertaining to the person linked to the relevant cell number. This allows you to send a bulk SMS and make it appear to be personal.
For example: Dear Peter Smith we thank you for your donation of R300. Dear John Black we thank you for your donation of R4000 (see **How to create a Template**)

Text download formats: You can use **Notepad** found under **Accessories in Microsoft**

1. Mobile number needs to be contained as the first field in the file. Mobile number can be **written as 0831234567, 2783234567, 831234567, or "2783234567"**
2. Separate the columns with commas. Up to 7 separated data fields with commas are allowed.

How to Import Data: Once the data has been set up in one of the above formats it can be imported.

1. **Select Group** to which data must be imported. If there is data already in the group, the new data will only be added. (it will not overwrite your current data in the group.
2. **Browse** for the file you want to import.
3. Select the **file type** you wish to import. **This is very important. Select Excel, CSV or Text**.
4. **Duplication** – **Millennium Communicator** automatically does not let you import a duplicate number into the same group
    - **Ignore -** Use this if you **don't want to check** to see if the mobile number **is in other groups**
    - **Check all my groups** – Use this if you want to check to see if the mobile number is in **any other groups**
    - **Check selected groups** – Use this if you want to check to see if the mobile number is in **certain groups**
5. Click **import Data**.
6. Once **imported confirmation** on the import status is displayed – Completed: True
7. **Errors** counts the number of wrong mobile numbers – they are not imported
8. **Duplicates** are counted – they are not imported
9. **Deleted** numbers are counted – they are not imported



5. Maintain Numbers

View numbers in group:

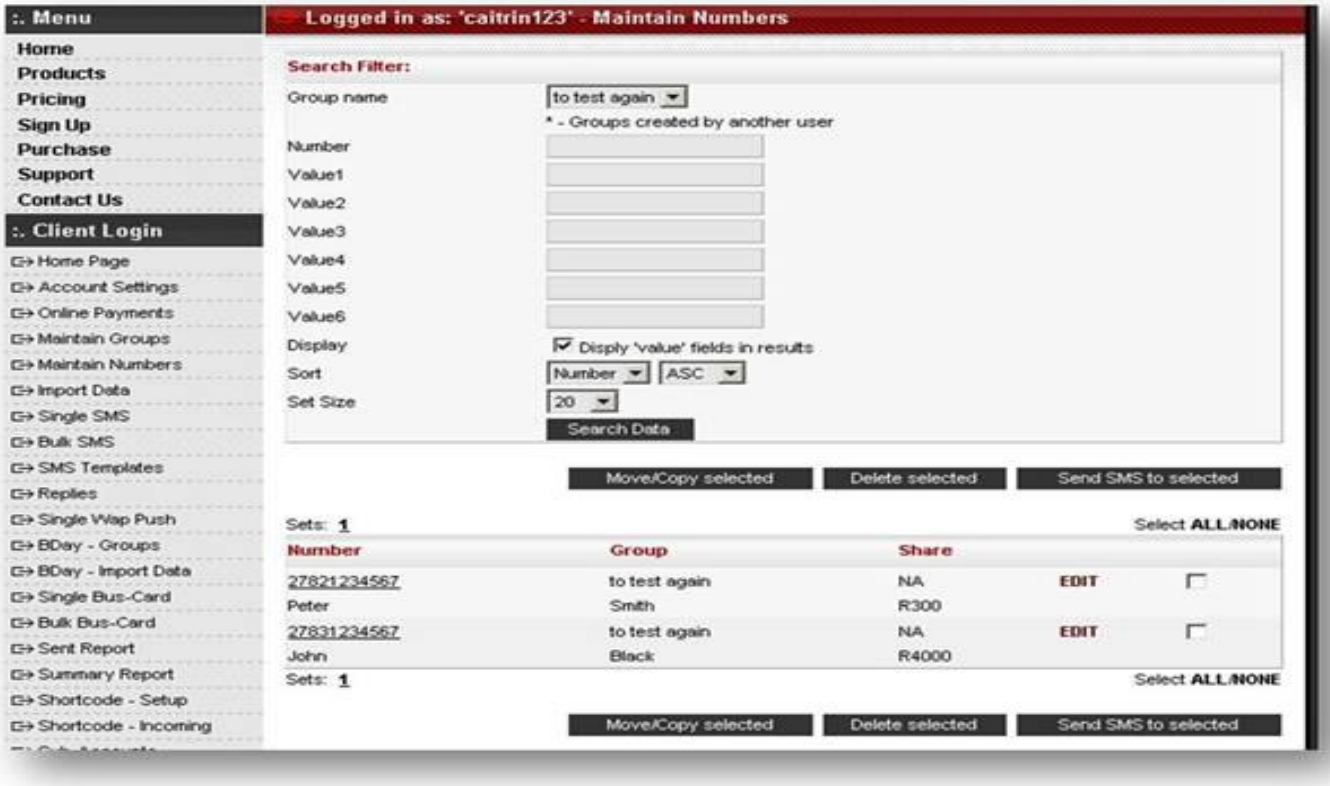
1. Select the group desired or leave to default to all groups.
2. Enter **search criteria or leave blank** to give all numbers or all numbers in a selected group.
3. Select '**DISPLAY**' if you want **to display the values** you added in when loading you data, e.g. Value1 could be the client name, this will assist you to identify the number.
4. **Sort** numbers by **Number** or **Value** and Ascending (**ASC**) or Descending (**DESC**)
5. Choose **Set Size** – 20, 50 or 100 numbers viewed per page
6. Numbers are listed below the Search Filter area.

Edit Numbers: Each number can be edited by clicking '**EDIT**' next to the relevant number.
Delete Numbers: Numbers can be deleted individually. Select and click **delete selected**.
Send SMS to selected numbers: You can send SMS to selected numbers or all numbers. There is a '**SELECT ALL**' or '**NONE**' function to assist in working with your data.

Move/Copy numbers in group:

1. **Select numbers** to move/copy from a group. Click **Move/Copy Selected**
2. Select **Action** – Move or Copy
3. **Update** or **ignore** the contact if it exists
4. Select **Group**, Select **Copy to Group**

Note: Important! The size of your sets can be set to 20, 50 or 100. This is to assist when sending selected SMS. **Once you go to the next set the previous set selections are deleted.** It is important to **select one page then send your SMS**. Going to the next set will not carry over your selection.



6. Single SMS

To send a single SMS:

1. Set the **date and time**. If left at default, SMS will be send upon clicking '**Send SMS**'
2. Enter Mobile number beside **To**
3. Enter message beside **Message**. Maximum of 160 characters. Add **template**, if you have created one (see **How to create a template**).
4. Use **Tag SMS** if you have more to write, also maximum of 160 characters (costs 1 credit)
5. Replies: Enter cell number you want replies to go to (cost 1 credit)
   Enter email you want replies to go to (free). Replies automatically go to Millennium Trust too.
   To send an automated response to the reply, fill in the text area **'Send Response**'.
6. Flash message – The SMS only flashes and immediately opens on the cell phone. It is not saved in their inbox (cost 1 credit).
7. Click **Send SMS**. **Preview** of message is shown. Click OK.

7. Bulk SMS

To send a Bulk SMS:

1. At the top of the page **Check the box** beside the correct group you want to send the message to

2. Type your message beside **Message** (max. 160 characters):

   3 OPTIONS

   A. You can type a message that is the same for everyone **or**

   B. Select the **Template** you've already created **or**

   C. Create a Template by using the **Placeholder Values (see How to create a Template)**

3. Replies: Enter cell number you want replies to go to (cost 1 credit)
   Enter email you want replies to go to (free). Replies automatically go to Millennium Trust too.
   To send an automated response to the reply, fill in the text area **'Send Response**'.

4. Flash message – The SMS only flashes and immediately opens on the cell phone. It is not saved in their inbox (cost 1 credit).

5. Click **Send SMS**. **Preview** of message is shown. Click OK.

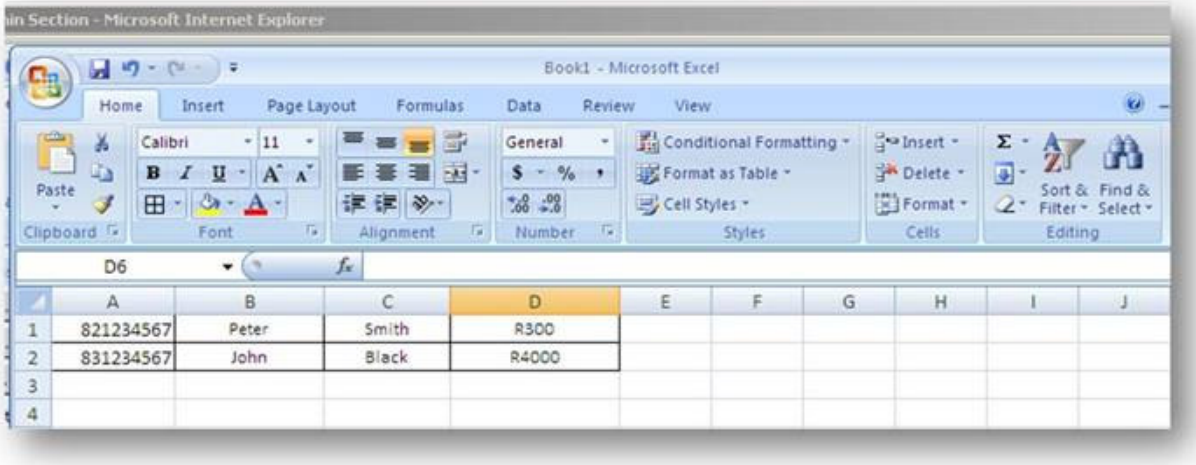
8. SMS Templates

This is a powerful feature for routine SMS's sent. Set up SMS content here and save it. Once you go to Single SMS or Bulk SMS menus there is a drop down menu from which you can select an SMS Template, do some minor editing if required and send.

How to create a template using the example above Excel example:

1. Go to SMS Templates
2. Beside Template type: Hi (click on Value 1) (hit space) (click on Value2) (hit space) thanks for donating (click on Value3)
3. Click Create Template

Placeholders:
Value 1 = Column B Value 4 = Column E
Value 2 = Column C Value 5 = Column F
Value 3 = Column D Value 6 = Column G



The message will come out as: Hi Peter Smith thanks for donating R300.
The next SMS would read: Hi John Black thanks for donating R4000.

Note: You cannot preview a template. To check if you have created it correctly, try sending it to yourself first.

9. Sent Report

View the results of the SMS's you've sent. The report will have the following details: **Scheduled for**, **Submitted**, **Number of mobile numbers** and **Cost**. Click on **View** or **Download** and then click on **All** or **Success** or **Failed** to see more details.

10. Replies

All replies to your messages can be **viewed online** and searched by date. Filtered further by searching for **All, Read or Unread replies**. To easily identify the sender include Values 1 to 6 by clicking '**Include Sent detail**, and click '**Search**'. The SMS receiver has **7 days to reply**.

11. Auto Delete

Numbers placed on the **auto delete list will be deleted** and should the same number be imported again it will be deleted again on importing. These numbers include any person who has requested to be removed from your list by **replying STOP, REMOVE or other similar words**.

12. Sub Accounts

A Millennium Trust account holder can **create sub accounts**. A sub account is a facility to **delegate authority to others to send Bulk SMS** under their own password and username. **Credits can be transferred** to the sub account holders from the primary account, by clicking **EDIT** on the relevant account line. When creating Groups under the menu item **Maintain Groups**, you have a choice to **make the group available to a sub account holder as read only or write**. Create a sub account by adding in Username, Password and Full name, click create Sub-Account. The account will be visible in a line below. To EDIT the sub account click EDIT on the relevant LINE. To Edit the sub account the following can be done: Change Password, Full name, activated or deactivate the sub account and change Time Difference. To allocate credits to the account enter the number of credits for the sub account and a note if required and click Update Credits. **Note:** check the primary credit stock before allocation of credit to see if there is enough units available.

13. Logout

To leave your "session" click logout so no-one can access your data or send SMS once you have left your PC.